

**Service Area VI Quality Improvement Committee Meeting – December 16, 2009**

Type of Meeting	Service Area 6 Quality Improvement Committee		Date	December 16, 2009	
Place	Kedren Community Mental Health Center 4211 S. Avalon Blvd, Los Angeles 90011		Start Time	9:00 a.m.	
Chairperson	Kimberly Spears, Chairperson/ERICA Melbourne, PsyD, Co-Chair		End Time	11:00 a.m.	
Members Present	Kimberly Spears, DMH SA6 Adm; Erica Melbourne, Los Angeles Child Guidance; Julie Elder, SCHARP/Barbour & Floyd Medical Assn; Corp; Terry Robinson, Children's Institute; Mimi Nguyen, Asian Pacific Residential Treatment Program; Donna Rogue, DREW CDC; Erick Motano, Exodus Recovery; Desiree Odom, Didi Hirsch; Wendy Romo, 1736 Family Crisis Center; Carmen Haley, Alafia; Jan Nolan, LAUSD; Marilyn Campbell, Kedren Community Mental Health Center; Rosary Woods, Kedren Community Mental Health Center; Yvette Moore, Shields for Families; Jaime Sheehan, Shields for Families; Elizabeth Echeverria, SCHARP; Elva Gutierrez, The Guidance Center; Joeline Friestad, Compton Family MH Services; Jessica Davis, Star View Community Services; Terry Robinson, Children's Institute; Cathi Collins, Counseling 4 Kids; Jilia Padilla, Compton Mental Health; Phyllis Hayes, DMH-TAY; Ginger Wilkerson, Children's Institute; Rhumel Grady, FSP Compton; Jason Glasgow, Dixon Recovery Institute, Inc.; Ronda Dixon, Dixon Recovery Institute, Inc.; Jennifer Calmelat, Tessie Cleveland; Chanta Cole, The Guidance Center; Beverly Byrd, Augustus F. Hawkins;				
Members Absent	Thang Nguyen, DMH;				
DMH Support	Thang Nguyen, DMH;				
Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date	
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.			Kimberly Spears, Chair	
Review of Minutes	Minutes of the November 18, 2009 meeting were approved as read.			SA 6 Membership	
"Medi-Cal Oversight Protocol & Review Pre-Prep" – Diane Guillory, DMH, Presenter	Ms. Guillory reported that L.A. County DMH is getting ready for a three-year Medi-Cal Oversight Review by the State Department of Mental Health. The State will arrive on February 8, 2010 and the site review will be February 11, 2010. Outpatient charts will be reviewed on February 22, 2010 and March 1, 2010. The Lead Person for Systems Review will be Diane Guillory, and the Audit Lead Person will be Rose Esquibel.				
	Highlights of Ms. Guillory's presentation include the following points:  Handouts:				

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	<p><u>"DMH Notice No. 09-17- FY 09-10 Compliance Protocol for Consolidated Specialty Mental Health Services and Other Funded Services"</u></p> <p><u>"System Review Pre-Prep DMH Policy Review List"</u></p> <p><u>"Pre-Audit Check Off List"</u></p> <p>Sample items to check for compliance--</p> <ul style="list-style-type: none"> <li>• Agencies can request information from last audit to present.</li> <li>• Specific logs from Access and agency</li> <li>• Accuracy of Information to include name, date, disposition, and language capability. (Auditors do not want to hear that an agency does not have someone that speaks that language)</li> </ul> <p>Ms. Guillory stated that the State can go back their findings from five years ago and look at the system since, probably January through December, 2009. However, it is within their right to do a three-year review.</p> <p>The State will also do "test calls" to ACCESS directly. The State can request logs for specific days, and they will notify Ms. Guillory what agencies logs they wish to see. They will check for the name of the client, disposition, date and time.</p>		

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	<p>The state wants to be sure agencies are not telling clients "we do not have anyone that can communicate with you in your language, can you call back later."</p> <p>There should also be a Patients' Rights pamphlet in the lobby. Clients should be given "Medi-Cal Guide to Mental Health Services" also. The State can have staff go into agencies to spot check if these items are there.</p> <p>Ms. Guillory suggested at computer in the lobby area would be helpful for consumers to print out what they need. Short of this, hard copies of each policy could be anchored in the lobby area.</p> <p>The Advance Health Care Directive fact sheet (Policy 200.3) should be given to clients on a face to face basis. "Mental Health Association" should be deleted and replaced with "Disability Rights California. Whiteout cannot be used.</p> <p>Informing materials in lobby should include Notice of Action form (NOA) which is sent to Patients Rights.</p> <p>Ms. Guillory stated the DMH website is also helpful for downloading various documents.</p>		

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<b>QA-QI Updates – Kimberly Spears and Dr. Erica Melbourne</b>	<p>Ms. Spears distributed and discussed the following documents:</p> <ol style="list-style-type: none"> <li>1. Systems Review – Chart Audit Dates;</li> <li>2. Procedure Codes Changes – SD/MC II – Quality Assurance Bulletin No. 09-10 Revised;</li> <li>3. Changes to Information Required for a Claiming System Known as Short-Doyle/Medi-Cal II – Quality Assurance Bulletin No. 09-1;</li> <li>4. Revised Service Log v.5;</li> <li>5. Clinical Records Guidelines – DMH Retention Guidelines Revised 12-2-09;</li> <li>6. Chart Order – 8 Part – No Day Treatment/Rehab Revised 10-15-09;</li> <li>7. Quality Assurance Overview Activities</li> <li>8. County of L.A. DMH, Patients Rights Office, Requests for Change of Provider: 09.III. 7-1</li> <li>(a) Change of Provider Requests</li> <li>9. QIC Cultural Competency Sub Committee</li> <li>(a) Threshold Languages by Service Area, and</li> <li>10. RMD Bulletin NO. NGA 09-064.</li> </ol>		
<b>Open Agenda Items</b>	<p>The SA 6 QIC Newsletter was distributed.</p>		

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<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions/ Recommendations Actions/Scheduled Tasks</b>	<b>Person Responsible / Due Date</b>
<b>Adjournment</b>	The meeting was adjourned at 11:00 a.m.		

*Respectfully submitted,*

*Kimberly Spears, Chair*

*Date*

*& Erica Melbourne, Co-Chair*

*Date*